

Browser Issues

MI HR Self-Service and Related Sites

Downloading software and changing settings on your personal computer is done at your own risk. Consult DTMB's Client Service Center (1-800-968-2644) or your agency's IT staff to download software or change settings on state-owned computers.

MI HR Self-Service is only compatible with Internet Explorer 9.0, 10.0, and 11.0.

- If you are using Internet Explorer 10.0 or 11.0 you may experience issues when the compatibility view is not enabled.
- To see which version of Internet Explorer you have, click on 'Help' in the gray browser toolbar in your Internet Explorer window and select 'About Internet Explorer'.
- Some computers are configured to automatically update Windows which includes Internet Explorer. To prevent a newer (unsupported version) of Internet Explorer from being downloaded, turn off 'Windows Automatic Updates' in your Control Panel.
- MI HR Self-Service is not supported on Apple's Operating System (Mac OS), Safari, Google Chrome, or Mozilla FireFox.

Browser 'trusted sites' settings can block access

The following websites should be added to your computer's trusted sites:

- https://*.michigan.gov to access the State Internet
- <https://sso.state.mi.us> to access Self-Service pages
- <https://civilservice.state.mi.us> to access Password reset pages

To add trusted sites to your Computer:

1. In your Internet Explorer Window, click 'Tools' in the grey browser toolbar.
2. Select 'Internet Options'.
3. Go to the 'Security' tab, click the 'Trusted Sites' icon, and then click the 'Sites' button.
4. Type in each address exactly as shown above, and then click the 'Add' button.

Note: State-owned computers should already have the appropriate trusted sites indicated.

Session Cookies are necessary inside your account

When you log in to MI HR Self-Service, session cookies 'remember' who you are as you go from page to page. When you log out, the session cookies for MI HR Self-Service disappear.

Note: Cleaning out cookies from other websites and temporary Internet files can significantly increase how well your browser functions!

Pop-Up blockers can block parts of MI HR Self-Service

Make sure all pop-up blockers are turned off.

To turn off your Internet Explorer pop-blocker:

1. In your Internet Explorer window, click 'Tools' in the gray browser toolbar.
2. Select 'Internet Options'.
3. Go to the 'Privacy' tab and verify that the 'Turn on Pop-up Blocker' checkbox is unchecked.

Note: It is possible that you have more than one pop-up blocker enabled; make sure to turn them all off. Each blocker has its own control features.

- Pop-up blockers often come on specialty toolbars such as Google, MSN, Yahoo, etc. and are easy to download by mistake. Toolbars will usually be located at the top of the internet browser window just below the standard grey address bar.
- Others may be a part of your internet service package or a built-in function if you use a dial-up web accelerator.
- You can always turn pop-up blockers back on after your MI HR Self-Service session.

Assistance with MI HR Self-Service

For additional assistance, please contact the MI HR Service Center.

Hours: Monday – Friday, 8:00 a.m. to 5:00 p.m. (except Holidays)

Phone: 877-766-6447
517-335-0529
711 for Michigan Relay (Individuals with Hearing Loss)